# The Vulnerability of our Mission

During Mission week in October, we celebrate the legacy of our founding sisters, who came here fundraising and instead were met by an outbreak requiring their help. They came with nothing, exposed to the elements and the typhoid. Eventually they set up a hospital in a house, treated people who had no resources to pay, and wondered how they would meet all the needs. They became members of the community that they served. The sisters allowed themselves to be vulnerable, and in doing so, they left us a legacy of compassion.

Over the last several months, increased violence in our neighbourhood has left many of us feeling vulnerable and afraid. People have been and are getting hurt. Our community in Pleasant Hill is a beautiful place with beautiful people and a challenging place with people facing immense challenges, including violence. Compassion means "to suffer with," so it is worth naming that compassion always comes with risk. Coming to work at St. Paul's means we share in both the beauty and the challenges.

You will read more about how St. Paul's is addressing hospital and neighbourhood safety at a structural level inside this Lifeline. At a personal level, however, all who live and work here grapple with our own thoughts, fears, and vulnerabilities. Some of us are more vulnerable

than others, and those with the greatest needs will necessarily depend on others the most. The legacy of our founding sisters and our national commitment to Truth and Reconciliation whispers an invitation to us: will we embrace being *vulnerable together* as we strive to build a stronger and safer community?

Deep down I have always believed that love is stronger than fear, that community is stronger than division, and that vulnerability is more powerful than self-protection. In the spring of 2017, my twin sister was murdered in her rural home. All the safety measures failed her — and me. Living what I believe since then has proved to be very difficult, and now I know — as well as believe — that suffering together is the only thing that truly heals us and gives us hope. I do not want the risk or reality of violence to stop me from caring.

Being "a community of health, hope and compassion for all" is hard work with inherent vulnerabilities, both professionally and personally. Staying kind and soft in the midst of fear is even harder for the victims of trauma and violence, whether patients, family, community members, or staff. So, our mission remains as essential work: caring for each other, especially those suffering the most. — Leah Perrault

Director of Mission

# The LifeLine



St. Paul's Hospital

## Published for and by the employees of St. Paul's Hospital

1702-20th Street West Saskatoon SK S7M 0Z9

> www.stpaulshospital.org ...An Emmanuel Health Organization

St. Paul's Hospital Mission Office



Vision Mission Values

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The Emmanuel Health regular Board meeting and annual meeting were held on June 24<sup>th</sup> at St. Paul's Hospital. The regular business meeting was heavily focused on approval of facility and Emmanuel Health (corporate) 2019 – 20 operating budgets, and 2018 - 19 year-end financial statements. The Board received updates on the Hospice at Glengarda project and considered the possibility of program expansion for St. Joseph's Hospital Estevan. The draft vision, mission and values statements were approved and recommended to Emmanuel Health's owner (Emmanuel Care) for final approval. The Board also approved the Emmanuel Health 2018 - 19 annual report.

Board member reappointments were confirmed as part of the annual meeting. The Board bid farewell to Joanne Colledge-Miller (Regina) and Delmer Wagner (Moose Jaw), and welcomed new member, Wayne Blazieko (Moose Jaw). The Board will be meeting again on September 19, 2019 at the Radville Marian Health Centre in Radville.

CEO, Jean Morrison, attended the grand opening of the Trinity Westerra long term care facility in Regina on June 25<sup>th</sup>, and is pleased to welcome this facility to the Emmanuel Care family of Catholic healthcare organizations. Over the summer Jean made site visits to Emmanuel Health facilities in Saskatoon, Esterhazy, Macklin and Radville.

## **Rosh Hashanah**

Sundown on September 29 marks the beginning of two days Rosh Hashanah for the Jewish community. Rosh Hashanah is the Jewish new year, a time of celebration and personal reflection, marked by eating honey dipped challah (bread) and apples.

We wish L'Shana Tovah to our Jewish patients, staff and community members!



You can read more at www.myjewishlearning.com/article/rosh-hashanah-101/)

# **Update on the Redesign at SPH Front Entrance**

After an environmental design assessment indicated opportunities for safety improvement, St. Paul's Hospital in Saskatoon set out to remove the glass rotunda at the main entrance over the summer of 2018.

The first phase of renovation was focused on function, safety, and adequate landscaping, and is now complete. "We are committed to ensuring a safe and welcoming space for our patients, their family members, and all visitors and staff," said Karen Barber. "Removing the rotunda brings better sight lines, and the next phases will work towards

creating an entrance environment that supports our mission. Safety, traffic flow, drop off/pick up, convenience and comfort will all be important considerations in design." "

Funding has been secured from the Ministry of Health for the conceptual design phase. The "SPH Front Entrance/Ground Level Safety Redesign and Revitalization Project" will take into account our commitments to Truth and Reconciliation, insights from Trauma Informed Care, and the physical, emotional, cultural and spiritual safety of all who visit and work at St. Paul's.

# Safety and Security at St. Paul's Hospital...

Crime and illegal activity should be a 'never event' in and around the hospital. Our goal would be zero incidents of violence and harm. To achieve this, we need to understand the issues, what to do and how to de-escalate situations, and a have multifaceted approach that includes safety and security initiatives.

People often tell me that St. Paul's Hospital is located right where it needs to be – our hospital provides vulnerable people with access to services where it is needed most. I have also been told that if the Grey Nuns were to move to Saskatoon today, looking for the best spot to build their hospital, they would build it right here – in the area of greatest need.

As we work here at St. Paul's, we know the challenges our surrounding community faces with homelessness, poverty, addictions and drug use – symptoms of larger societal issues and trauma that has sometimes reverberated through generations.

Safety is a concern for all people – physical, psychological, social, emotional and spiritual safety – in the communities where we work and where we live. It has sometimes been said that hurt people hurt people, and though we can never totally eliminate risk of harm, we want to do all we can to minimize that risk. That is why we have several safety and security initiatives underway at St. Paul's Hospital, and we are continuously monitoring how things are going, looking for new ideas and staff input. Here are some of the initiatives underway:

 SPH Safety meetings: Established over a year ago, these meetings include representation from SPH leadership group (administration, unit managers, Security Services, FNMH, Mission office, Social Work) and the community (a local elder, the Okihtcitawak Patrol Group and the Saskatoon Police Service). Together we monitor and problem solve around any safety and security issues in and around SPH. The discussion includes data, input and ideas from staff. Initiatives like a police and elder presence, and development of a safety alert/notification system have arisen from this table.

- The Okihtcitawak Patrol Group (OPG) is a neighbourhood watch group, with direct connection to the Saskatoon Police Service (SPS). SPH has designated touch down space for the OPG to store equipment, start and end their evening patrols from SPH. Security services work closely with SPS on an ongoing basis, for information exchange and to complement each other's work in and around the hospital.
- We have a great team of security officers and they patrol in the building and on the grounds every hour of every day. They can't be everywhere at once, but they get to any location very quickly when they are contacted through our switchboard at 655-5000.
- We have high resolution video cameras that are placed in strategic locations and they are monitored by security staff at all times. This video is very useful for prevention, because officers can be dispatched to an area very quickly, and also useful for investigations, because the cameras are recording and can be viewed later.
- Work to restrict daytime access around the perimeter doors of the building is progressing and we expect to have that work completed this fall. All doors, including the front entry, are locked by 8:30 at night until 6:00 the next morning. By 8:30 pm, any family or visitors must register and access through the security desk in our Emergency Department.
- Security Services offers a safe walk/safe ride service for staff, patients and families. Brief 'Safety Talk' presentations regarding personal safety can be arranged with Curtis Grueter.

# ... A Message from our Executive Director

- Physical Redesign: We recently made some changes in our front grounds area. Early last year (March 2018), we engaged crime prevention expertise to conduct an assessment called Crime Prevention Through Environmental Design. One of the major recommendations of the report was to remove the rotunda structure from our outdoor front area, to improve lines of site. The rotunda was removed last fall, and we completed concrete removal and interim landscaping this summer. Through a multiphase redesign project, we will soon engage the services of an architect and involve stakeholders in redesigning the front grounds and entry area. The priorities for redesign will be safety, traffic flow, access, drop off/pick up and convenience for patients, families, visitors and staff.
- Staff Education and awareness: Guns and Gangs education has been offered through the SPS; our local OHS team facilitates violence education and training including Gentle Persuasive Approach (GPA), Professional Assault Response Training (PART) or Workplace Assessment Violence Education (WAVE) and works with every department to determine which violence training is appropriate for your job.
- Police and protective services provide tips on how to minimize risk to personal safety, and so we remind staff to be vigilant at all times, be aware of surroundings, not walk alone if at all possible, and what to do if approached. Unfortunately, we can never eliminate risk of being approached anywhere in the city, and so we all need exercise caution no matter where we are.
- If you are approached and faced with demands:
   1. Comply with those demands,
   2. Don't resist in any way,
   3. Once you move to a safe location, call police immediately.

- It's important to know that whenever you see someone with a weapon, or anyone exhibiting aggressive behaviour, or if you feel threatened in any way, it is very important to contact the police at 911. If you see behavior that isn't an immediate threat, but is concerning, call their public line at 306-975-8300. Police monitor statistics on reported incidents in neighbourhoods, including reports of concerning or behavior, and will police the area accordingly.
- In addition to contacting the police, visit the security desk in our ED waiting area to report any incident or concern, or contact security through our switchboard at 306-655-5000.
- Finally, please ensure you get the help you need when you experience a traumatic event. Speak with your supervisor and access supports that are available through the Employee and Family Assistance Program. We care about your safety in a holistic sense physical, psychological, social, emotional and spiritual. Please feel free to seek out support from our Mission Office or Spiritual Care staff at St. Paul's Hospital.
- As an update, the following ideas are being explored or in early stages of development:
  - Electronic staff safety alert/notification system
  - Parking area away from the hospital with shuttle service
  - Regular meetings with staff for information exchange and ideas.

If you have concerns or ideas to share, or would like any additional information, please contact myself in Administration at St. Paul's Hospital (306-655-5801), Russ Laidlaw, Director Protective Services (306-655-1548), or Curtis Grueter, Manager Protective Services (306-655-5445).

Haren Barber

# A New Pneumatic Tube System Coming to SPH

A pneumatic tube system, funded by St. Paul's Hospital Foundation, is being planned for St. Paul's Hospital. Contractors from Pevco were on site September 9th through 11th. The Pevco contractors, accompanied by staff from Facilities, visited various areas of St. Paul's to start the planning phase of this project. You may have noticed people in your area investigating sites for potential stations, equipment, or routes for the tubes. The Pevco team is now analyzing the information gathered from their visit, and will create drawings with tentative routes and equipment loading stations.

As with all technological advances and installations, the project will take time to complete. Planning and procurement is happening in September-December of this year, followed by site mobilization and set up in January, installation from February to July, and testing and commissioning in August. The system is slated to go live in September of 2020, as long as all goes according to plan.

After consultation with each area about precise location, the 16 proposed stations will be installed in the Pharmacy, the Chemistry Lab, Transfusion, the Test Centre, the ED (ER), PACU (Recovery), the OR, the ICU, the Chronic Kidney Department, Hemo Dialysis, 4B Surgery, 5B, 5A Medicine, 5A Surgery, 6B Medicine, and 7B Medicine.

St Paul's Hospital has a proud history of expanding to meet the needs of the Saskatoon community. Expansions in 1963 and 1989 now cover most of a city block with up to six



stories of medical facilities. The lack of a pneumatic tube system across the facility leads to delays in lab service, delays in blood product delivery, nursing and medical staff inefficiency, delays in medical decisions and patient care as well as the cost of labor involved in all the people-powered transport systems 24 hours each day.

Patients and staff at St Paul's Hospital would all benefit from the installation of pneumatic tube system to move pharmaceuticals, blood products, and laboratory specimens between nursing stations and support services across the site. The goals of this project are to improve the efficiency of patient care, reduce the time for lab testing, and reduce the time that staff are away from the ward to obtain blood products or deliver specimens and thus allow more staff to stay on the unit and attend to patient care every hour, every day.

# Healing Arts builds community and improves health and well-being



Please join the Healing Arts team for Creative Care Jam Sessions. Patients, loved ones, staff and community are encouraged to engage their creativity through music, writing, and art making. All are welcome to participate or be present for connection and a social time.

#### Come to the 5<sup>th</sup> floor hub on:

Tuesday, October 22: 1:30-2:30 Tuesday, November 19: 1:30-2:30 Tuesday, December 17: 1:30-2:30

For more information about the jam sessions or Healing Arts Program services, please contact:

**Lisa Wutch** Music Therapist 655-0560 Marlessa Wesolowski Artist-in-Residence 655-0514 Kristine Scarrow Writer-in-Residence 655-5873

# **Volunteer Connects through Music**

If you've been walking through the lobby lately, you may have heard volunteer Ellen Sagh playing the piano by the A-Wing elevators. In July, she brought in a list of songs from her parents' and grandparents' era and did a little experiment to see how people might respond. Over the forty-five minutes she played, she observed the following:

- A woman in a uniform sang aloud to "In the Garden."
- A man joined in on "My Bonnie Lies Over the Ocean."
- A guy on a scooter had a mile-wide smile in response to "Forever and Ever, my Heart will be True."
- A woman with a stroller nodded her appreciation.
- Two men gave a thumbs up.



 After, a woman stopped Ellen to share a story about growing up: "Your music took me back to good times with my sisters when we had music all the time.

Thanks, Ellen, for sharing the gift of your music with us.

# Hospice at Glengarda...

Vision: Where life and death are honoured with love, peace, and comfort.



Artist rendering (front view) of the future Hospice at Glengarda

St. Paul's Hospital is opening a 15-bed community-based hospice (located at 301 Hilliard Street East in Saskatoon), under the ownership of Emmanuel Health and with the support of the Saskatchewan Health Authority, Saskatchewan Ministry of Health, and St. Paul's Hospital Foundation.



Front view of the original building being renovated.

Identified as a significant gap in end-of-life care, the creation of the hospice is about providing the right care, at the right time, in the right place for residents and family members. It will provide an alternative for those individuals who can no longer be adequately cared for at home, or who choose not to die at home, and do not require the services offered in our inpatient Palliative Care Unit at St. Paul's Hospital.

Our goal is a hospice with a home-like environment in a community-based, noninstitutional setting, providing excellent, hands-on bedside care, including pain and symptom management, social care, healing arts, and spiritual and bereavement care.

St. Paul's Hospital Foundation is raising funds from the community to support the hospice and other important advancements to end-of-life care.

# ...Project Status Update

Demolition of the existing building took place over the summer in preparation for the renovation of the existing building and the new addition. Construction is currently underway and is expected to take about a year to complete, with opening of the hospice targeted in late Fall 2020.

Operational planning continues under the leadership of the Operational Planning Oversight Committee, which includes a patient advisor; managers of the Palliative Care Unit (SPH), Palliative Home Care, and Palliative Client Patient Access Services; the Medical Director for Palliative Care; St. Paul's Hospital Administration; and, SHA Director Clinical Integration (Primary Health – Saskatoon).

Working groups that include patient/ family advisors, staff and clinicians have developed the admission criteria for the Hospice at Glengarda, and a future state referral/placement process based on the current Palliative Care Unit admission process.

St. Paul's Hospital Mission Office is leading development of the operational plan for holistic care programming in the hospice, which is generously being funded through two endowments from the SPHF *Close to Home Campaign*. The vision is to build on the strengths of the current programming offered in St. Paul's Hospital, expanding services to the hospice and into the community.

For more information on the Hospice at Glengarda, please contact Tara Delainey at 306.355.5867.



Artist rendering of the future foyer.



Renovation of the existing building, future foyer of the Hospice.







istletoe
harity
Ball

- 30 George

Saturday, November 16, 2019

Sheraton Cavalier Hotel Saskatoon, Saskatchewan

6:30 pm Cocktails 7:30 pm Dinner and Dance Black or White Tie

500 Dollars per Person 4,000 Dollars per Table of Eight (Partial Tax Receipt)

**RSVP** 

306.655.5821 sphfoundation.org/mistletoe



# Spirit of Christmas Crafting at St. Paul's Hospital

Submitted by organizers Michelle Friesen & Marlessa Wesolowski

We would like to take this opportunity to express our appreciation to all those who have participated in the Annual Christmas Craft Fair at SPH over the last few years. Our

November 2018 sale was another big success!

To all of our vendors, thank you for sharing your talents and time to allow our patients and staff the opportunity to take part in a day of enjoyment and smiles.

To the many helping hands around the build-

ing that assist us throughout the day, including music, chairs, announcements, and safety, we could not do it without you! Staff and retirees as well as their family are eligible to sell; the vendor spots are full for this year.

For those who work at SPH currently or in the past, we know community and spirit are a vital part of our hospital. During the last sale, we spoke with many people who admired the

idea of the event.

One patient's words were especially touching. From his wheelchair, wided-eyed and grinning, he looked right at us and said, "I'm so happy they have this day, it just makes me feel a little less sick". In planning the day, this

has been our aim. To allow patients, staff, families and our community to share in the season and bring them something to make them feel just a little bit better — this is what SPH and Christmas is all about!



# **Reminder about A-Wing Service Elevators**

# REMINDER TO ALL STAFF, PHYSICIANS AND VOLUNTEERS



ONLY USE THESE ELEVATORS IF YOU ARE TRANSFERRING SUPPLIES OR PATIENTS.

THESE ARE **NOT** GENERAL USE ELEVATORS. PLEASE USE THE PUBLIC ELEVATORS INSTEAD.

New reminder signs have gone up by the A-Wing Service elevators to remind us that the service elevators are reserved for transferring patients and/or supplies.

All stairs and the public elevators are available for moving through the hospital without patients or equipment.

Thanks for your collaboration in keeping

the service elevators moving quickly.

# **Ethics Opportunities at SPH**



The SHA Ethics Department presents

## **ETHICS ROUNDS**

September 23rd from 2:00 - 3:00 pm

SPEAKER

Dr. Mary Heilman

TOPIC

Breath Easy:
Resuscitation Care
Plans and Advance

Care Directives

Following this session, participants will be able to identify the difference between a Resuscitation Care Plan and an Advanced Care Directive and apply this understanding to patient care.

LEARNING OBJECTIVE

LEARNING OBJECTIVE

Please join us via WebEx or in Pylypchuk Hall

WebEx Link: CLICK HERE

Meeting number (access code): 793 369 817

Meeting password: 8KyuPyj8

## October 30th from 11:00 am - 12:00 pm

SPEAKER

Dr. Melody Isinger

Say Yes to Consent:
An Overview of 7
Types of Consent in

Healthcare

TOPIC

nt: Following this session, participants will be able to identify the different modes of consent and apply this understanding to patient care.

Please join us via WebEx or in Pylypchuk Hall

WebEx Link: CLICK HERE

Meeting number (access code): 792 605 976

Meeting password: EXcJNVF2

If you have any questions regarding this Ethics Presentation,

please contact ethics@saskhealthauthority.ca

#### Healthy People, Healthy Saskatchewan

The Saskatchewan Health Authority works in the spirit of truth and reconciliation, acknowledging Saskatchewan as the traditional territory of First Nations and Métis People.



# 2019 W. F. Mitchell Bioethics Seminar

Presenter: Dr. Elaine Hyshka, University of Alberta

speaking about her experience with safe injection sites

DATE: Monday, November 25, 2019

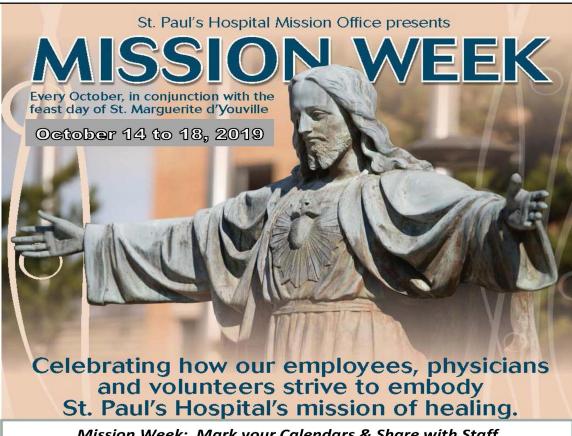
TIME: 2:00 pm - 3:30 pm

PLACE: Pylypchuk Hall, St. Paul's Hospital



St. Paul's Hospital





## Mission Week: Mark your Calendars & Share with Staff

- Tuesday, October 15<sup>th</sup>: Mission in Action and Charism Awards 12 noon in Cafeteria: Five employees will be recognized for consistently living our core values. One team will be recognized for their contribution to living the charism of our founding sisters.
- Wednesday, October 16<sup>th</sup>: Feast Day & SPH Foundation Professional Development Awards 11:00 am to 2:00 pm in Cafeteria. Complimentary meal served to staff, physicians and volunteers in celebration of, and gratitude for, living our mission every day. 12:00 noon in Cafeteria. Foundation professional development awards. 8:30 to 10:30 pm in Cafeteria. Complimentary meal for evening/ night staff.
- Thursday October 17th: Schwartz Rounds: "The Hospital with a Heart: Why I Choose to Work at St. Paul's" 12-1. Pylypchuk Hall. Free lunch provided.
- Friday October 18th: Pay it Forward Surprise Main Floor by A-Wing Elevators, Parkade Entrance, and Fifth Floor Hub: While surprises last!



# **OHS Safety Talk**

**TOPIC: Proper Foot Support** 

#### Do you have high walking demands with your job?

If so, here are somethings to think about:

- When walking, there are times that the pressure on your feet exceeds your body weight. If you run, it can be up to 3 to 4 times your weight.
- Make sure you are wearing closed toed, closed heel supportive footwear that fits you
  well. Improper footwear can cause or aggravate existing foot problems.
- · Take time to stretch throughout your day and take proper rest breaks.
- Feet can sweat up to ½ cup a day which can lead to blisters, fungus or slipping in your shoe. Make sure to wash and dry your feet daily, as well make sure to wear clean, breathable, moisture-wicking socks.
- Custom orthotics can help reduce stress and strain on your body by bringing your feet back into proper alignment with the muscles, ligaments and bones in the lower body.
- You may have access through your <u>benefits</u> to cover or partially cover custom foot orthotics/insoles. Check with your provider.



All incidents involving employees must be reported...and this includes any near misses. Your report of the incident just might help to reduce the risk of the same thing happening to someone else.

You are 100% accountable for your safety.

Be Accountable: Choose safety - work safe - and go home injury free!

#### SAFER Everyday!

For questions or more information, please contact OHSINTAKE@saskatoonhealthregion.ca

Occupational Health & Safety, Saskatoon, July 2019

Ethics Week was held in the spring, and all five sessions are now available online, via the infonet, for all employees. You can find them at:

https:// sharepoint.ehealthsask.ca /sites/ saskhealthauthority/ departments/ethics/ Pages/EthicsRounds.aspx

First Nations and Metis
Health hosts
a Feast at the turn of
each season.
There will be two more in
this calendar year:
September 20 and
December 20, 2019.
Anyone interested in
attending can stop in for
more information at
FNMH.



Show your Rider Pride at SPH for a chance to win!

To participate, wear Rider Gear or Green on draw day and enter your name in the draw box at the Mission Office by 1400 hours on draw dates:

Friday, September 27 Friday, October 18
Friday, October 4 Friday, October 25
Friday, October 11 Friday, November 1

Please respect your department dress code.

# Schwartz Rounds coming to St. Paul's



**Schwartz Rounds** are focused on the humans at the heart of healthcare. They are designed to allow caregivers to reflect on the personal impact of offering compassionate care. All hospital staff are invited to come to listen and share on the above topic. You can get more information by stopping by the Mission Office or at www.theschwartzcentre.org

All staff are invited. Lunch is provided.

October 17, 2019 12:00— 1:00 pm **Pylpchuk Hall** 







# **Culture Days: September 27-30**

# **CULTURE** DAYS

Join us in celebrating Culture Days and Orange Shirt Day from Sept 27-30!



- > New Library guide for Indigenous resources
- > KAIROS Blanket Exercises
- > Information Booths

Enter to win a \$100 gift card \* contest prizes funded by grants from the Saskatchewan Library Association



September 30

First Nations & Métis Relat Library Representative Workforce



Visit the Library website for event & contest info:

https://saskhealthauthority.libguides.com

Under the news blog section...

# Long Service: Time Change!



St. Paul's Hospital

53rd Annual

# Long Service Recognition Awards Celebration & Banquet

Please note the following time change:

5:30 Cocktails 6:30 Dinner Greetings & Awards to Follow

Award recipients and their guests can RSVP with the Mission Office if they have not already done so.

Additional tickets can be purchased for \$25 from the cashier as soon as possible.

# From the Gift Shop



# **GIFT CERTIFICATES**

#### Now available in the Gift Shop.

Looking for a gift for someone but not sure what to give them? The Gift Shop carries Gift Certificates and may be purchased in any amount you want from \$5 to \$500.

Stop by today and pick one up.
Gift Certificates are simple, easy, and the perfect gift!

#### THANK YOU!

Your purchase supports St. Paul's Hospital employee professional development and training.



SPHFoundation.org

Give Generously

# Celebrating our Housekeeping Team: September 8—14, 2019



Many thanks to the housekeeping staff who work hard all year to keep our hospital clean, meet our patients with compassion, and are such an important part of all our teams!



You can view a color version of this issue of The LifeLine or view past issues at http://www.stpaulshospital.org/about/mission/lifeline.php